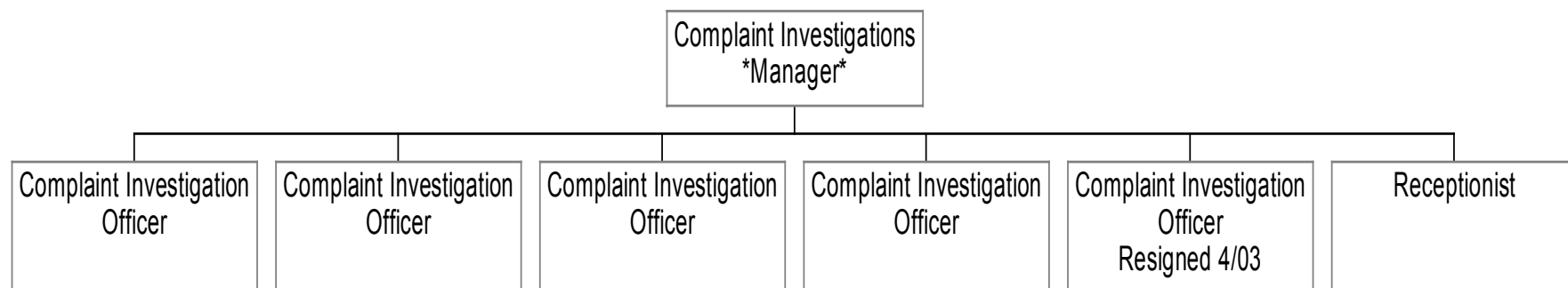


Complaint Investigations Organization Chart



Investigation Officer's duties and responsibilities

- Performs Intake function for persons filing discrimination complaints
- Plan and conduct investigations; determine issues
- Request records; perform interviews
- Interpret and apply the appropriate statutory and case law, policies, and procedures.
- Perform fact gathering functions to include on-site reviews
- Serve as liaison to assist in settlement and early resolution of case
- Formulate theory and findings of case; write case summary applying applicable law
- Maintain complete and accurate case file
- Maintain appropriate entries and case notes in the Sherlock tracking system
- Develop and maintain expertise in a specialized area of the ordinance

B. Community outreach/education

- Educate community on civil rights and the process of filing a charge

Complaint Investigations Manager duties and responsibilities

- Supervise, assign and review the work of Complaint Investigation Officers.
- Review, critique and approve/disapprove investigative plans and summaries for proper application of the ordinance, state and federal law where applicable and current case law.
- Review charges to determine if mediation or other forms of Alternative Dispute Resolution are appropriate. Engage in conciliation of probable cause findings.
- Facilitate training of staff to ensure knowledge of ordinance, codes, and applicable laws of the investigative process.
- Prepare monthly, quarterly and annual reports for submission to elected officials, department heads and the district Equal Opportunity Commission.
- Recommend and develop changes in existing ordinances, rules, and regulations, procedures and policies to improve the complaint investigation processes.
- Maintain data system (Sherlock) ensuring that data is accurate and up-to-date. Ensure an appropriate back-up system for Complaint Investigation data.
- Advise and provide education and training on complaint investigation processes through community outreach activities.
- Establish work standards, conduct performance reviews and make recommendations on discipline as necessary.
- Conduct legal research in order to update staff on changes in State and Federal case law. Assist with the development of departmental policies and procedures, and respond to problems and internal complaints.

- Answer phones connecting callers with proper respondents or taking messages.
- Maintains database for department
- Code, sort, file and retrieve materials with considerable discretion as to method used.
- Develop and setup new files within an established system.
- Enter, retrieve and verify data using a computer terminal.
- Requisition, receive, verify, distribute and maintain an inventory of office supplies.
- Operate a variety of office machinery.